GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2427
ANSWERED ON:15.12.2008
ATM FACILITY AT POST OFFICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has proposed to provide ATM facility to the account holders in the post office savings bank account;

(b) if so, the details thereof alongwith the time by which it is likely to be implemented;

(c) if not, the reasons therefor; and

(d) the steps taken/being taken by the Government to modernize the affairs of the Post Offices and to make it more customers friendly?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA)

(a) to(c) It is proposed to introduce Core Banking Solution (CBS) in selected post offices during 11th Five Year Plan. Consequent upon setting up of core banking solution in selected post offices, the question of providing ATM facility to the account holders of those post offices would arise.

(d) Modernization of post offices is an ongoing programme. Upto 31.3.2008 the Department modernized (Improved Ergonomics) 2504 post offices and computerized 9639 post offices. Following more steps have been taken by the Department to modernize the affairs of the post offices and to make them customer friendly:-

(i) Supply of proper furniture both for customers and staff, writing desks and other useful facility in the public space with proper illumination. Boards for display of publicity materials and glow signboards have also been provided.

(ii) Information in the public hall with regard to services available at the counters and their timings etc. have been displayed.

(iii) The layout of the front office had been reorganized to create more space.

(iv) The Multipurpose Counters in the front office have been provided for better and expeditious customer services .

(v) In the current year, under 'Project Arrow' 500 post offices are being modernized to provide efficient public service and make them more customer friendly.